

## Cisco Prime Performance Manager 1.5

The following list of frequently asked questions is meant to help quickly address some of the commonly asked questions regarding Cisco Prime™ Performance Manager. For more information on the product, refer to the Cisco Prime Performance Manager page at [www.cisco.com/go/performance](http://www.cisco.com/go/performance).

- Q.** What is Cisco Prime Carrier Management?
- A.** The Cisco Prime Carrier Management suite is one of the solutions in the Cisco Prime for Service Providers portfolio. It simplifies and automates service lifecycle management of design, fulfillment, assurance, and analysis. It also provides end-to-end management for evolved programmable networks (EPNs), mobility, and data center. For more information on Cisco Prime Carrier Management, please refer to [www.cisco.com/c/en/us/solutions/service-provider/prime-carrier-management/index.html](http://www.cisco.com/c/en/us/solutions/service-provider/prime-carrier-management/index.html).
- Q.** What is Cisco Prime Performance Manager?
- A.** Cisco Prime Performance Manager, a preintegrated component of Cisco Prime Carrier Management, is an easy-to-deploy and easy-to-use performance monitoring application for gathering and reporting performance statistics for Cisco® and multivendor networks.
- Q.** Where can I obtain part numbers and order information for Cisco Prime Performance Manager?
- A.** Part numbers for Cisco Prime Performance Manager are included in the product data sheet available at [www.cisco.com/go/performance](http://www.cisco.com/go/performance).
- Q.** Does Cisco Prime Performance Manager offer Software Application Support (SAS) and SAS plus Upgrades (SASU)?
- A.** No. Cisco Prime Performance Manager 1.5 onwards offers a smart and comprehensive way for customers to maximize their investment by providing timely access to the latest software updates for major, minor, and maintenance releases, as well as online tools and communities that help resolve issues quickly. Cisco Essential Operate Service (ESW) is for minor upgrades and was previously known as SAS. Cisco Prime Product Assured Software Subscription (PASS) is for major upgrades and was previously known as SASU.
- Q.** What discovery mechanisms are available in Cisco Prime Performance Manager to discover devices?
- A.** Device discovery is accomplished using one or both of the following methods:
- Run device discovery from Cisco Prime Performance Manager. This can be done from the Cisco Prime Performance Manager GUI or by running the “discover” command from the command-line interface (CLI).
  - Import the device inventory from Cisco Prime Network. This can be done from the Cisco Prime Performance Manager GUI or by running the “inventory import” command from the CLI.
- Q.** How does device discovery work in Cisco Prime Performance Manager?
- A.** To discover devices in Cisco Prime Performance Manager, the user enters the device IP address, IP address range, subnets, or DNS hostnames. The collection of addresses used for device discovery can be saved as device seed files for future use.

- 
- Q.** Does Cisco Prime Performance Manager support non-Cisco devices?
- A.** Yes, Cisco Prime Performance Manager supports a rich set of performance reports based on standard management information bases (MIBs). If a device supports these standard MIBs, Cisco Prime Performance Manager will be able to collect statistics and report on the information provided by the MIBs.
- In addition, Cisco Prime Performance Manager also provides the capability to load new MIBs and add reports based on these MIBs. Customers can choose to extend the system themselves or to contact their partner or Cisco Advanced Services to develop or validate support for a new device or new reports.
- Q.** Does Cisco Prime Performance Manager support IPv6 for device discovery?
- A.** Yes.
- Q.** What is strict synchronization?
- A.** Strict synchronization is an import option that restricts Cisco Prime Performance Manager to Cisco Prime Network devices only. If it is enabled, the user cannot discover or manage devices that are not managed by Cisco Prime Network. Strict synchronization is useful when the user wants to make sure that Cisco Prime Performance Manager generates reports only on devices supported by Cisco Prime Network.
- Q.** Can we launch Cisco Prime Performance Manager from Cisco Prime Network?
- A.** Yes. Cisco Prime Performance Manager can be launched from Cisco Prime Network Vision.
- Q.** What protocol does Cisco Prime Performance Manager use to poll devices?
- A.** Simple Network Management Protocol (SNMP) is the primary protocol used by Cisco Prime Performance Manager for device communication for nearly all reports except some that use other communication methods, including Telnet and Sure Shell (SSH) Protocol.
- Q.** Does Cisco Prime Performance Manager support hypervisor devices?
- A.** Yes. Cisco Prime Performance Manager supports a variety of virtualized hypervisors, including Hyper-V, Xen, kernel-based virtual machine (KVM), and ESXi.
- Q.** What are the various device types supported by Cisco Prime Performance Manager?
- A.** Cisco Prime Performance Manager supports major Cisco device families and third-party devices. For a complete list of supported devices, please refer to the latest documentation, available at [www.cisco.com/c/en/us/support/cloud-systems-management/prime-performance-manager/products-device-support-tables-list.html](http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-performance-manager/products-device-support-tables-list.html).
- Q.** How many prepackaged reports are available in Cisco Prime Performance Manager?
- A.** Cisco Prime Performance Manager generates more than 5300 prepackaged reports on a wide range of network services, technologies, and devices.
- Q.** Does Cisco Prime Performance Manager integrate with other applications?
- A.** Yes. Cisco Prime Performance Manager can be integrated with Cisco Prime Central, Cisco Prime Network, and other third-party operations support systems (OSSs).
- Q.** Can Cisco Prime Performance Manager be installed in both the local high availability (HA) and geographical HA environments?
- A.** Yes. Cisco Prime Performance Manager gateways and unit servers configured for HA must meet all the requirements specified in the product Quick Start Guide available at [www.cisco.com/c/en/us/support/cloud-systems-management/prime-performance-manager/products-installation-guides-list.html](http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-performance-manager/products-installation-guides-list.html).

- 
- Q.** What happens when a unit server fails? More specifically, how does Cisco Prime Performance Manager know that the failure occurs and what triggers a standby unit to kick in?
- A.** A unit server failure is detected by the gateway through a loss of message flow between the unit server and the gateway. When the exchange of messages, including “keepalive” messages, between the gateway and unit server stops, the gateway will assume that the unit server failed. If redundancy is defined for the failed unit server, the gateway will wait for the “delay” time before failing over to a redundant unit. The “delay” time is specified using the “redundancygroups” command from the CLI.
- Q.** Is raw data stored locally in unit servers or replicated in the gateway?
- A.** Reporting data is stored locally on unit servers for the devices managed. The gateway keeps track of what devices have been assigned to which unit server and the time frame of those assignments. When a query for the data is performed, the gateway determines what unit server to query based on the time frame requested and the device scope.
- Q.** Will data be lost when the unit server fails?
- A.** Data loss can occur as the new unit server starts to collect data. The unit server takes a baseline reading from the devices before it can start generating new data. Historical data is not lost but will be unavailable until the failed unit server reconnects to the gateway.
- Q.** What is responsible for generating a report, pulling data from devices, and storing data?
- A.** Statistics data is collected from devices and stored on the unit server. The gateway is the central point of access for clients, so it is responsible for displaying data. When a request is made to view report data, the gateway makes queries to the appropriate unit servers to get the data and presents the report to the client.
- Q.** Is it possible to deploy HA with the Cisco Prime Performance Manager gateway and unit servers colocated in the same physical server?
- A.** No. Cisco Prime Performance Manager requires distributed servers for the HA deployment scenario.
- Q.** How can HA be installed in geographical locations using Cisco Prime Performance Manager?
- A.** For geographical HA, the two gateways are installed in two different geographical locations, Each gateway is configured with unique IP addresses and works in “active-active” mode on each site at the same time. The secondary gateway can take over immediately without administrative intervention if the primary site is not available.
- Q.** Can I customize reports in Cisco Prime Performance Manager?
- A.** Yes. Reports are fully customizable. Please refer to the Cisco Prime Performance Manager Integration Developer Guide at [www.cisco.com/c/en/us/support/cloud-systems-management/prime-performance-manager/products-programming-reference-guides-list.html](http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-performance-manager/products-programming-reference-guides-list.html) on how to customize existing reports or add new reports.
- Q.** Can Cisco Prime Performance Manager collect and report on different types of services and technologies?
- A.** Yes. Cisco Prime Performance Manager provides more than 5300 prepackaged reports and can be easily extended to add reports. For a complete set of reports, refer to the Cisco Prime Performance Manager Data Sheet.
- Q.** Does Cisco Prime Performance Manager have options to customize report views?
- A.** Yes. Cisco Prime Performance Manager allows you to create custom report views.

- 
- Q.** When you select all the reports, only a subset of reports is available for each device. How is this decision made within Cisco Prime Performance Manager?
- A.** Cisco Prime Performance Manager determines this by “capability checking” based on the report definition.
- Q.** Is there any online help available for reports in Cisco Prime Performance Manager?
- A.** Yes. Cisco Prime Performance Manager provides an extensive help system to assist you in developing reports, including autogenerated help for your report, and a “Reports Help” page.
- Q.** Does Cisco Prime Performance Manager support backup and restore functionality?
- A.** Yes. Cisco Prime Performance Manager supports backup and restore on the same machine.
- Q.** Does Cisco Prime Performance Manager automatically back up the data?
- A.** Yes. Cisco Prime Performance Manager automatically backs up all data files to the Cisco Prime Performance Manager installation directory daily at the same time.
- Q.** What are the installation requirements for Cisco Prime Performance Manager?
- A.** The Cisco Prime Performance Manager gateway and unit servers can be installed on the same server (single deployment) or on separate servers (distributed deployment). Server and operating system requirements depend on the network size. You can find the complete requirements in the product Quick Start Guide available at [www.cisco.com/c/en/us/support/cloud-systems-management/prime-performance-manager/products-installation-guides-list.html](http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-performance-manager/products-installation-guides-list.html).
- Q.** What operating systems and versions support Cisco Prime Performance Manager installation?
- A.** Cisco Prime Performance Manager gateway and unit servers can be installed on 64-bit Linux versions. To get the completed list of supported operating systems, please review the product Quick Start Guide available at [www.cisco.com/c/en/us/support/cloud-systems-management/prime-performance-manager/products-installation-guides-list.html](http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-performance-manager/products-installation-guides-list.html).
- Q.** Does Cisco Prime Performance Manager support authentication through Pluggable Authentication Modules (PAMs), TACACS+, and Lightweight Directory Access Protocol (LDAP)?
- A.** Yes. Cisco Prime Performance Manager supports authentication through PAMs for RADIUS, TACACS+, and LDAP authentication.
- Q.** What are the different user access levels available in Cisco Prime Performance Manager?
- A.** We have the following user access levels available: Basic User, Network Operator, System Administrator, Custom Level 1, and Custom Level 2.
- Q.** Does Cisco Prime Performance Manager have a way to create a message of the day when the user logs in to the server?
- A.** You can provision Cisco Prime Performance Manager to display a user-defined system message of the day to appear before and after users log in. Users must accept the message before they are allowed to proceed. You can use the message of the day to communicate important system changes or events to users.
- Q.** Does Cisco Prime Performance Manager send email to the user based on the alarm severity?
- A.** Yes. The user can configure alarms and events to be sent to email addresses based upon alarm category, severity, device type, days of the week, and hours within the day. You can define multiple email groups.

- 
- Q.** Does Cisco Prime Performance Manager allow users to send events to third-party OSSs?
- A.** Yes. Cisco Prime Performance Manager allows you to send alarms and events to third-party OSSs, as well as to Cisco Prime Central.
- Q.** How are events categorized in Cisco Prime Performance Manager?
- A.** Cisco Prime Performance Manager categorizes the event based on the following:
- Network: Events pertaining to managed elements.
  - System: Events pertaining to Cisco Prime Performance Manager.
  - TCA: Threshold crossing alarm.
- Q.** Does Cisco Prime Performance Manager show all the alarms that are generated by the devices?
- A.** Yes. Cisco Prime Performance Manager has an alarm browser window, where it shows the complete list of alarms generated. It shows summarized alarms by severity and device as well.
- Q.** How can I get evaluation software for Cisco Prime Performance Manager?
- A.** You can download a no-cost evaluation version of Cisco Prime Performance Manager. To download a copy for evaluation, please go to Cisco Prime Trial Downloads at [www.cisco.com/go/nmsevals](http://www.cisco.com/go/nmsevals) and look for Network Management applications. Evaluation software provides full access to the capabilities of Cisco Prime Performance Manager for 60 days.
- Q.** Where can we download Cisco Prime Performance Manager?
- A.** Cisco Prime Performance Manager Software can be downloaded from [www.cisco.com/go/performance](http://www.cisco.com/go/performance).
- Q.** Is there a product demo available for Cisco Prime Performance Manager?
- A.** Yes, for product demonstration, please visit [www.cisco.com/en/US/products/ps11715/prod\\_presentation\\_list.html](http://www.cisco.com/en/US/products/ps11715/prod_presentation_list.html).
- Q.** Where can I find more information about Cisco Prime Performance Manager?
- A.** For more information about Cisco Prime Performance Manager, visit [www.cisco.com/go/performance](http://www.cisco.com/go/performance). You can also contact your local Cisco account representative or send an email to [prime-performance@cisco.com](mailto:prime-performance@cisco.com).



---

Americas Headquarters  
Cisco Systems, Inc.  
San Jose, CA

Asia Pacific Headquarters  
Cisco Systems (USA) Pte. Ltd.  
Singapore

Europe Headquarters  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)